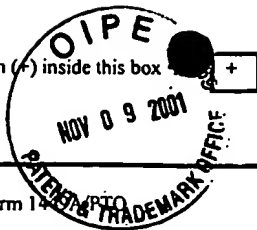


Please type a plus sign (+) inside this box



PTO/SB/08A (08-00)

Substitute for form 1449 PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		<i>Complete if Known</i>	
		Application Number	09/944,836
		Filing Date	08/31/01
		First Named Inventor	Burgin et al.
		Group Art Unit	2185
Sheet 1 of 5	Attorney Docket Number	FINL-002/00US	

RECEIVED
 DEC 11 2001
 Technology Center 2100

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
		Des. 276,626		Lockwood	12/4/84
		Des. 286,956		Lockwood	12/2/86
		Re. 32,115		Lockwood et al.	4/15/86
		3,829,088		Pahlas	8/13/74
		4,451,985		Pullman	6/5/84
		4,567,359		Lockwood	1/28/86
		4,793,810		Beasley, Jr.	12/27/88
		5,002,491		Abrahamson et al.	3/26/91
		5,059,127		Lewis et al.	10/22/91
		5,204,813		Samph et al.	4/20/93
		5,208,869		Holt	5/4/93
		5,211,563		Haga et al.	5/18/93
		5,251,268		Colley et al.	10/5/93
		5,261,823		Kurokawa	11/16/93
		5,267,865		Lee et al.	12/7/93
		5,294,229		Hartzell et al.	3/15/94
		5,302,132		Corder	4/12/94
		5,309,355		Lockwood	5/3/94

LISTING CONTINUED ON ATTACHMENT

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Office ³	Number ⁴	Kind Code ⁵ (if known)		
		EP	0 496 492 A 1		Tomitsuka et al. / Sony Corporation	1/7/92
		EP	0 496 492 B 1		Tomitsuka et al. / Sony Corporation	1/7/92
		WO	97/44767		Cook et al. / Agent Based Curricula, Inc.	11/27/97
		WO	98/32107		Padwa / Agent Based Curricula, Inc.	7/23/98

Examiner Signature		Date Considered	12/8/02
--------------------	--	-----------------	---------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

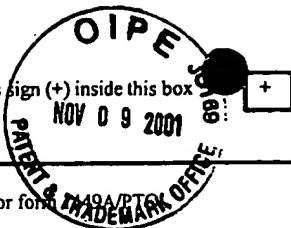
³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Applicant is to place a check mark here if English language Translation is attached.

Please type a plus sign (+) inside this box



Substitute for form PTO/SB/08A (08-00) INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		<i>Complete if Known</i>			
		Application Number	09/944,836		
		Filing Date	08/31/01		
		First Named Inventor	Burgin et al.		
		Group Art Unit	2185		
Examiner Name					
Sheet	2	of	5	Attorney Docket Number	FINL-002/00US

RECEIVED
 DEC 11 2001
 Technology Center 2100

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
<u>W</u>		A+dantage – Worldware, 1995, Jostens Learning Brochure	
<u>W</u>		Applied Physics, 1995, EduStar America Inc. Brochure	
<u>W</u>		Aqua Venture, 1995, EduStar America Inc. Brochure	
<u>W</u>		Barron, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 75-92	
<u>W</u>		Basic Electronics, 1995, DEGEM SYSTEMS Brochure	
<u>W</u>		BEST, 1995, DEGEM SYSTEMS Brochure	
<u>W</u>		Brader, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 45-60	
<u>W</u>		Burke, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 123-141	
<u>W</u>		Carbonell, 1970, IEEE Transactions on Man-Machine Systems 11:190-203	
<u>W</u>		Cook, 1989, A Briefing for Buyers (Asymtote Inc., Boston)	
LISTING CONTINUED ON ATTACHMENT			

Examiner Signature	<u>W</u>	Date Considered	12/8/04
--------------------	----------	-----------------	---------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² Applicant is to place a check mark here if English language Translation attached.

Substitute for form 1449A/PTO

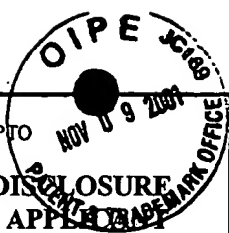
**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Sheet 3 of 5

Complete if Known

Application Number	09/944,836
Filing Date	08/31/01
First Named Inventor	Burgin et al.
Group Art Unit	2185
Examiner Name	
Attorney Docket Number	FINL-002/00US



RECEIVED
DEC 11 2001
Technology Center 2100

U.S. PATENT DOCUMENTS (Cont'd)					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
JUL		5,310,349		Daniels et al.	5/10/94
JUL		5,337,141		Egli et al.	8/9/94
JUL		5,397,865		Park	3/14/95
JUL		5,441,415		Lee et al.	8/15/95
JUL		5,444,774		Friedes	8/22/95
JUL		5,458,494		Krohn et al.	10/17/95
JUL		5,513,991		Reynolds et al.	5/7/96
JUL		5,513,994		Kershaw et al.	5/7/96
JUL		5,576,951		Lockwood	11/19/96
JUL		5,594,791		Szlam et al.	1/14/97
JUL		5,636,036		Ashbey	6/3/97
JUL		5,708,798		Lynch et al.	1/13/98
JUL		5,710,887		Chelliah et al.	1/20/98
JUL		5,721,845		James et al.	2/24/98
JUL		5,727,950		Cook et al.	3/17/98
JUL		5,743,746		Ho et al.	4/28/98
JUL		5,745,765		Paseman	4/28/98
JUL		5,788,504		Rice et al.	8/4/98
JUL		5,788,508		Lee et al.	8/4/98
JUL		5,825,651		Gupta et al.	10/20/98
JUL		5,827,070		Kershaw et al.	10/27/98
JUL		5,844,554		Geller et al.	12/1/98
JUL		5,904,485		Siefert	5/18/99
JUL		5,907,706		Brodsky et al.	5/25/99
JUL		5,909,589		Parker et al.	6/1/99
JUL		5,918,217		Maggioncalda et al.	6/29/99
JUL		5,920,848		Schutzer et al.	7/6/99
JUL		5,947,747		Walker et al.	9/7/99
JUL		5,963,953		Cram et al.	10/5/99
JUL		5,974,446		Sonnenreich et al.	10/26/99
JUL		5,978,648		George et al.	11/2/99
JUL		6,002,854		Lynch et al.	12/14/99
JUL		6,012,051		Sammon, Jr. et al.	1/4/00
JUL		6,032,129		Greef et al.	2/29/00
JUL		6,035,283		Rofrano	3/7/00
JUL		6,070,142		McDonough et al.	5/30/00
JUL		6,091,930		Mortimer et al.	7/18/00

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

Substitute for form 1449A/PTO

Complete if Known

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet 4 of 5

Application Number 09/944,836
 Filing Date 08/31/01
 First Named Inventor Burgin et al.
 Group Art Unit 2185
 Examiner Name
 Attorney Docket Number FINL-002/00US

RECEIVED
 DEC 11 2001
 Technology Center 2100

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS (Cont'd)

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
<u>Full</u>		Educating Jessica's Generation, 1995, Jostens Learning Brochure	
<u>Full</u>		EduStar Mathematics, 1995, Innovative Technologies in Education Brochure	
<u>Full</u>		Fall, III, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 143-164	
<u>Full</u>		Guttman et al., 1998, "Agent-mediated electronic commerce: a survey," <u>The Knowledge Engineering Review</u> 13(2):147-159	
<u>Full</u>		Hello Blue Planet, 1995, EduStar America Inc. Brochure	
<u>Full</u>		Hibbard, Justin, (April 12, 1999), Assembly Online: The Web is changing mass production into mass customization, Information Week Online: News and Reviews (Online) Available Web Site: www.informationweek.com/729/build.htm ; Accessed on: October 30, 2001	
<u>Full</u>		Home Reach, 1995, Computer Curriculum Corporation Brochure	
<u>Full</u>		Keller, 1968, j. Applied Behavior Analysis 1:79-89	
<u>Full</u>		Kimball, 1995, Educational Leadership 53:54-56	
<u>Full</u>		Kulik et al., 1983, J. Educational Psychology 75:19-26	
<u>Full</u>		Kulik et al., 1986, J. Educational Computing Research 2:235-252	
<u>Full</u>		Lamb, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 24-44	
<u>Full</u>		Learning First - New Edition, 1995, Jostens Learning Brochure	
<u>Full</u>		Lesser, 1995, ACM Computing Surveys 27:340-342	

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Sheet 5 of 5

Complete if Known

Application Number	09/944,836
Filing Date	08/31/01
First Named Inventor	Burgin et al.
Group Art Unit	2185
Examiner Name	
Attorney Docket Number	FINL-002/00US

RECEIVED
DEC 11 2001
Technology Center 2100

Examiner Initials*	Cite No. ⁱⁱⁱ	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published:	T ^{iv}
<u>W</u>		Lindsley, 1990, Teaching Exceptional Children 22:353-359	
<u>W</u>		Maes, 1994, Communications of the ACM 37:31-40	
<u>W</u>		Meet Lightspan, 1996, Lightspan Brochure	
<u>W</u>		O'Keefe and McEachern, 1998, "Web-based Customer Decision Support Systems," <u>Communications of the ACM</u> 41(3):71-78	
<u>W</u>		Osin, 1984, Proc. 4 th Jerusalem Conf. on Information Technology, pp. 418-424	
<u>W</u>		Pasik, Alexander J. (September 24, 1998), The Software Investor, <i>The Configuration Invasion</i>	
<u>W</u>		Peha, 1995, Educational Leadership 53:18-25	
<u>W</u>		Plato Learning System, 1995, TRO Learning, Inc. Brochure	
<u>W</u>		SageTalk: <i>Designing a Tool for Designing Successful Web-based Social Agents</i> (Paper ID 254); Conference '00, Month 1-2, 2000	
<u>W</u>		Sherry and Komoski, eds., 1990, The IIS Report pp. 3-6, 21-24, 52, 256-260	
<u>W</u>		Vaas, Lisa (May 17, 1999), <i>Service Sites Buckle Up Configurators</i> , PCWeek Online (Online) Available Web Site: www.zdnet.com/pcweek/stories/news/0,4153,402639,00.html ; Accessed on: October 30, 2001	
<u>W</u>		Venezky and Osin, 1991, The Intelligent Design of Computer-Assisted Instruction (Longman, New York) chapters 3 and 7-13	
<u>W</u>		Writing Expedition, 1994, Ideal Learning Brochure	

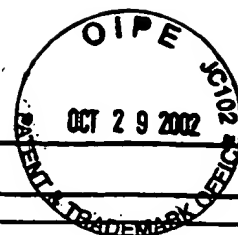
ⁱ Unique citation designation number.

ⁱⁱ Applicant is to place a check mark here if English language Translation attached.

ⁱⁱⁱ Unique citation designation number.

^{iv} Applicant is to place a check mark here if English language Translation attached.

Please type a plus sign (+) inside this box →



Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>			<i>Complete if Known</i>		
			Application Number	(Not Yet Assigned)	
			Filing Date	10/16/2002	
			First Named Inventor	Wattler et al.	
			Group Art Unit	(Not Yet Assigned)	
			Examiner Name	(Not Yet Assigned)	
Sheet	1	of	5	Attorney Docket Number	FINL-011/00US

PTO/SB/08A (08-00)

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
W		3,829,088		Pahlas	08/13/1974
W		4,451,985		Pullman	06/05/1984
		Des. 276,626		Lockwood	12/04/1984
W		4,567,359		Lockwood	01/28/1986
		Re. 32,115		Lockwood et al.	04/15/1986
		Des. 286,956		Lockwood	12/02/1986
W		4,793,810		Beasley, Jr.	12/27/1988
W		5,002,491		Abrahamson et al.	03/26/1991
W		5,059,127		Lewis et al.	10/22/1991
W		5,204,813		Samph et al.	04/20/1993
W		5,208,869		Holt	05/04/1993
W		5,211,563		Haga et al.	05/18/1993
W		5,251,268		Colley et al.	10/05/1993
W		5,261,823		Kurokawa	11/16/1993
W		5,267,865		Lee et al.	12/07/1993
W		5,294,229		Hartzell et al.	03/15/1994
W		5,302,132		Corder	04/12/1994
W		5,309,355		Lockwood	05/03/1994
W		5,310,349		Daniels et al.	05/10/1994
W		5,337,141		Egli et al.	08/09/1994
W		5,397,865		Park	03/14/1995
W		5,441,415		Lee et al.	08/15/1995
W		5,444,774		Friedes	08/22/1995
W		5,458,494		Krohn et al.	10/17/1995
W		5,513,991		Reynolds et al.	05/07/1996
W		5,513,994		Kershaw et al.	05/07/1996
W		5,576,951		Lockwood	11/19/1996
W		5,594,791		Szlam et al.	01/14/1997
W		5,636,036		Ashbey	06/03/1997
W		5,708,798		Lynch et al.	01/13/1998
W		5,710,887		Chelliah et al.	01/20/1998

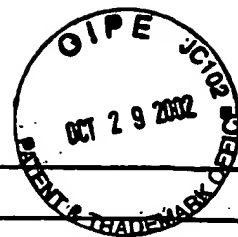
Examiner Signature		Date Considered	12/8/04
--------------------	--	-----------------	---------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

Please type a plus sign (+) inside this box →



Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>			<i>Complete if Known</i>		
			Application Number	[Not Yet Assigned]	
			Filing Date	10/16/2002	
			First Named Inventor	Wattler et al.	
			Group Art Unit	[Not Yet Assigned]	
Examiner Name	[Not Yet Assigned]				
Sheet	2	of	5	Attorney Docket Number	FINL-011/00US

U.S. PATENT DOCUMENTS Cont'd					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
JW		5,721,845		James et al.	02/24/1998
JW		5,727,950		Cook et al.	03/17/1998
JW		5,743,746		Ho et al.	04/28/1998
JW		5,745,765		Paseman	04/28/1998
JW		5,781,914		Stork et al.	07/14/1998
JW		5,788,504		Rice et al.	08/04/1998
JW		5,788,508		Lee et al.	08/04/1998
JW		5,825,651		Gupta et al.	10/20/1998
JW		5,827,070		Kershaw et al.	10/27/1998
JW		5,844,554		Geller et al.	12/01/1998
JW		5,904,485		Siefert	05/18/1999
JW		5,907,706		Brodsky et al.	05/25/1999
JW		5,909,589		Parker et al.	06/01/1999
JW		5,918,217		Maggioncalda et al.	06/29/1999
JW		5,920,848		Schutzer et al.	07/06/1999
JW		5,947,747		Walker et al.	09/07/1999
JW		5,956,709		Xue	09/21/1999
JW		5,963,953		Cram et al.	10/05/1999
JW		5,974,446		Sonnenreich et al.	10/26/1999
JW		5,978,648		George et al.	11/02/1999
JW		6,002,854		Lynch et al.	12/14/1999
JW		6,012,051		Sammon, Jr. et al.	01/04/2000
JW		6,032,129		Greef et al.	02/29/2000
JW		6,035,283		Rofrano	03/07/2000
JW		6,055,569		O'Brien et al.	04/24/2000
JW		6,070,142		McDonough et al.	05/30/2000
JW		6,091,930		Mortimer et al.	07/18/2000
JW		6,237,035 B1		Himmel et al.	05/22/2001
JW		2001/0032140 A1		Hoffman	10/18/2001
JW		6,321,209 B1		Pasquali	11/20/2001
JW		6,343,329 B1		Landgraf et al.	01/29/2002
JW		6,356,284 B1		Manduley et al.	03/12/2002

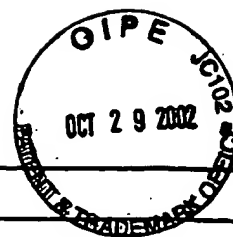
Examiner Signature		Date Considered	12/8/04
-----------------------	--	--------------------	---------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

Please type a plus sign (+) inside this box →



Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				<i>Complete if Known</i>	
				Application Number	[Not Yet Assigned]
				Filing Date	10/16/2002
				First Named Inventor	Watler et al.
				Group Art Unit	[Not Yet Assigned]
				Examiner Name	[Not Yet Assigned]
Sheet	3	of	5	Attorney Docket Number	FINL-011/00US

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Office ¹	Number ²	Kind Code ³ (if known)		
		EP	0 496 492 A1		Tomitsuka et al. / Sony Corporation	07/29/92
		EP	0 496 492 B1		Tomitsuka et al. / Sony Corporation	09/20/95
		WO	97/44767		Cook et al. / Agent Based Curricula, Inc.	11/27/97
		WO	98/32107		Padwa / Agent Based Curricula, Inc.	07/23/98

Examiner Signature		Date Considered	12/8/04
-----------------------	--	--------------------	---------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

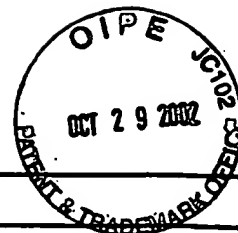
² For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

³ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁴ Applicant is to place a check mark here if English language Translation is attached.

Please type a plus sign (+) inside this box →

+



Substitute for form 1449A/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Application Number	[Not Yet Assigned]
		Filing Date	10/16/2002
		First Named Inventor	Waller et al.
		Group Art Unit	[Not Yet Assigned]
		Examiner Name	[Not Yet Assigned]
Sheet	4	of	5
		Attorney Docket Number	FINL-011/00US

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
ML		A+dvantage - Worldware, 1995, Jostens Learning Brochure	
ML		Applied Physics, 1995, EduStar America Inc. Brochure	
ML		Aqua Venture, 1995, EduStar America Inc. Brochure	
ML		Barron, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 75-92	
ML		Basic Electronics, 1995, DEGEM SYSTEMS Brochure	
ML		BEST, 1995, DEGEM SYSTEMS Brochure	
ML		Brader, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 45-60	
ML		Burke, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 123-141	
ML		Carbonell, 1970, IEEE Transactions on Man-Machine Systems 11:190-203	
ML		Cook, 1989, A Briefing for Buyers (Asymtote Inc., Boston)	
ML		Educating Jessica's Generation, 1995, Jostens Learning Brochure	
ML		EduStar Mathematics, 1995, Innovative Technologies in Education Brochure	
ML		Fall, III, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 143-164	
ML		Guttman et al., 1998, "Agent-mediated electronic commerce: a survey," <u>The Knowledge Engineering Review</u> 13(2):147-159	
ML		Hello Blue Planet, 1995, EduStar America Inc. Brochure	
ML		Hibbard, Justin, (April 12, 1999), Assembly Online: The Web is changing mass production into mass customization, Information Week Online: News and Reviews (Online) Available Web Site: www.informationweek.com/729/build.htm ; Accessed on: October 30, 2001	
ML		Home Reach, 1995, Computer Curriculum Corporation Brochure	
ML		Keller, 1968, J. Applied Behavior Analysis 1:79-89	
ML		Kimball, 1995, Educational Leadership 53:54-56	
ML		Kulik et al., 1983, J. Educational Psychology 75:19-26	

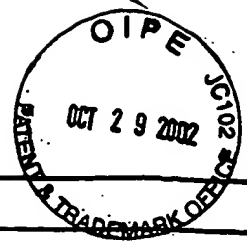
Examiner Signature		Date Considered	12/8/04
--------------------	--	-----------------	---------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² Applicant is to place a check mark here if English language Translation attached.

Please type a plus sign (+) inside this box →



Substitute for form 1449A/PTO			Complete if Known		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>			Application Number	[Not Yet Assigned]	
			Filing Date	10/16/2002	
			First Named Inventor	Wattler et al.	
			Group Art Unit	[Not Yet Assigned]	
			Examiner Name	[Not Yet Assigned]	
Sheet	5	of	5	Attorney Docket Number	FINL-011/00US

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS Cont'd			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
<i>W</i>		Kulik et al., 1986, J. Educational Computing Research 2:235-252	
<i>W</i>		Lamb, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 24-44	
<i>W</i>		Learning First – New Edition, 1995, Jostens Learning Brochure	
<i>W</i>		Lesser, 1995, ACM Computing Surveys 27:340-342	
<i>W</i>		Lindsley, 1990, Teaching Exceptional Children 22:353-359	
<i>W</i>		Maes, 1994, Communications of the ACM 37:31-40	
<i>W</i>		Meet Lightspan, 1996, Lightspan Brochure	
<i>W</i>		O'Keefe and McEachern, 1998, "Web-based Customer Decision Support Systems," <u>Communications of the ACM</u> 41(3):71-78	
<i>W</i>		Osin, 1984, Proc. 4 th Jerusalem Conf. on Information Technology, pp. 418-424	
<i>W</i>		Pasik, Alexander J. (September 24, 1998), The Software Investor, <i>The Configuration Invasion</i>	
<i>W</i>		Peha, 1995, Educational Leadership 53:18-25	
<i>W</i>		Plato Learning System, 1995, TRO Learning, Inc. Brochure	
<i>W</i>		SageTalk: <i>Designing a Tool for Designing Successful Web-based Social Agents</i> (Paper ID 254); Conference '00, Month 1-2, 2000	
<i>W</i>		Sherry and Komoski, eds., 1990, The IIS Report pp. 3-6, 21-24, 52, 256-260	
<i>W</i>		Vaas, Lisa (May 17, 1999), <i>Service Sites Buckle Up Configurators</i> , PCWeek Online (Online) Available Web Site: www.zdnet.com/pcweek/stories/news/0,4153,402639,00.html ; Accessed on: October 30, 2001	
<i>W</i>		Venezky and Osin, 1991, The Intelligent Design of Computer-Assisted Instruction (Longman, New York) chapters 3 and 7-13	
<i>W</i>		Writing Expedition, 1994, Ideal Learning Brochure	

Examiner Signature	<i>Wattler</i>	Date Considered	12/8/04
--------------------	----------------	-----------------	---------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² Applicant is to place a check mark here if English language Translation attached.



Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Complete if Known

Application Number	09/944,836
Filing Date	08/31/01
First Named Inventor	Burgin et al.
Group Art Unit	2185
Examiner Name	
Attorney Docket Number	FINL-002/00US

Sheet	1	of	2
-------	---	----	---

U.S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

[illegible]

Examiner Signature	<i>[Signature]</i>	Date Considered	12/8/04
-----------------------	--------------------	--------------------	---------


*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

- ¹ Unique citation designation number.
² See attached Kinds of U.S. Patent Documents.
³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).
⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.
⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.
⁶ Applicant is to place a check mark here if English language Translation is attached.

Please type a plus sign (+) inside this box ➡



PTO/SB/08A (08-00)

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>						PTO/SB/08A (08-00)			
				<i>Complete if Known</i>					
				Application Number		09/944,836			
				Filing Date		08/31/01			
				First Named Inventor		Burgin et al.			
				Group Art Unit		2185			
				Examiner Name					
Sheet	2	of	2	Attorney Docket Number		FINL-002/00US			

[illegible]

Examiner Signature		Date Considered	12/8/02
-----------------------	---	--------------------	---------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² Applicant is to place a check mark here if English language Translation attached.

Complete if Known

(use as many sheets as necessary)

Sheet	1	of	1
-------	---	----	---

Application Number	09/944,836
Filing Date	08/31/2001
First Named Inventor	Burgin et al.
Group Art Unit	2185
Examiner Name	[Not Yet Assigned]
Attorney Docket Number	FINL-002/00US

[illegible]

OCT 8 8 2002

Technology Center 2100

[illegible]

**Examiner
Signature**

Date
Considered

12/8/02

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

- ¹ Unique citation designation number.
² See attached Kinds of U.S. Patent Documents.
³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).
⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.
⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.
⁶ Applicant is to place a check mark here if English language Translation is attached.

185395 v1/BD
3Z1V01!.DOC

Express Mail No. EL 955494472 US



Please type a plus sign (+) inside this box →



PTO/SE-08A (08-00)

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Complete if Known				
		Application Number	09/944,836			
		Filing Date	08/31/2001			
		First Named Inventor	Burgin et al.			
		Group Art Unit	2185			
Examiner Name	[Not Yet Assigned]					
Sheet	1	of	1	Attorney Docket Number	FINL-002/00US	AUG 19 2003

Technology Center 2100

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
JUL		5,630,025		Dolby et al.	05/13/1997
		5,877,966		Morris et al.	03/02/1999

FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	T ⁶
		Office ³	Number ⁴	Kind Code ⁵ (if known)			
JUL		EP	0 829 996 A2		AT&T Corp.	03/18/1998	
JUL		WO	99/01826		Business Evolution, Inc.	01/14/1999	
JUL		WO	00/29977		CCH Incorporated	05/25/2000	

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
JUL		Poleretzky Z et al: "The Call Center & e-Commerce Convergence" Dialog ABI/Inform(R), XP002949410 2001	
JUL		Attardi G et al: "Web-based Configuration Assistants" Artificial Intelligence for Engineering Design, Analysis and Manufacturing, London, GB, vol. 12, no. 4, September 1998 (1998-09) pages 321-331, XP002902516	

Examiner Signature		Date Considered	12/8/04
-----------------------	--	--------------------	---------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Applicant is to place a check mark here if English language Translation is attached.

¹ Unique citation designation number.

² Applicant is to place a check mark here if English language Translation attached.